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Joseph, Anthony J., Dr.
Safety Considerations in Designing Accommodations for Information Systems
Oct. 1993, Vol. 27, No. 4, Page 28
This article outlines and discusses physical safety measures to be considered when designing or renovating accommodations for information systems. Physical threats to buildings that contain information systems are reviewed. The article suggests that safety measures should be conceptualized at the planning stages of the construction, with the probable effects of all possible threats to information systems synthesized and evaluated so that all buildings will be better constructed or renovated.

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INFORMATION PROFESSIONS

Coulson, Jim, CRM, FAI
Our Professional Responsibility
Apr. 1993, Vol. 27, No. 2, Page 20
Many records management programs have little relevance to their organizations. Many records managers lack the requisite skills and experience to operate in a nineties business organization. The ravings of a heretic? No, the results of studies conducted by the Boston Chapter of ARMA International. In this article the author sounds the alarm (in true Boston fashion) and exhorts records managers to change with the times in order to survive.

Farrell, Linda A., CRM
Lessons Learned
Oct. 1993, Vol. 27, No. 4, Page 24
A newly-retired veteran shares some lessons learned—most of them the hard way—from twenty plus years in the world of records management.

Gable, Julie
Turf Wars: Records Management vs. Data Processing
Jul. 1993, Vol. 27, No. 3, Page 18
In the last ten years, the focus of information management has shifted from control to access. Personal computers brought the end of centralized information management structures and diluted the power once held in the corporate data processing and corporate records management organizations. Departmental information environments became common so that users could have immediate access to paper and electronic records; meanwhile, a tug of war for information control ensued.

Pemberton, J. Michael, Dr.
"You Manage *What*?" RIM and the Meaning of Information
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INFORMATION RETRIEVAL SYSTEMS

Attinger, Monique L.
Integrated Information Management: A Real World Theory
Jul. 1993, Vol. 27, No. 3, Page 12
In the "real" world, records managers are faced with the complex issues of managing records which are controlled by different functions and stored both in different locations and media. This situation introduces additional complexity to a function which has not been guided by an "Information Architecture," in the same way that technology acquisitions are guided by a "Technology Architecture," which crosses the boundaries of organizational departments and functions.

Sanders, Robert L., Dr., CRM
Quest for the Lost Record, The: A Records Management Myth
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Sanders, Robert L., Dr., CRM
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LEGAL AND ETHICAL RESPONSIBILITIES

Anderson, John C.
Dance to the Music: Records Management and Litigation in Canada
Apr. 1993, Vol. 27, No. 2, Page 12
A major cause of concern for any organization involved in litigation is fear of the discovery process. Blemishes on a records management program, or the ignorance of records management staff about the legal process, unnecessarily jeopardize the interests of an organization. This article examines the legal process with a focus on some discovery problems, and suggests policies which could minimize the adverse affects of these problems.

Bianchi, Ronald F.
Document Retention in the Twilight Zone: The Perils of Policies Unpoliced
Jan. 1993, Vol. 27, No. 1, Page 16
Many organizations have some form of document retention policy. Many of those organizations have retention schedules for their employees to implement the policy. This article addresses some of the issues faced by those organizations which may have document retention policies but do not enforce them or know if they are enforced.

Goodman, Susan K., CRM
Adoption of What? Information Policy for Records of Adoption (of People) in the U.S.
Apr. 1993, Vol. 27, No. 2, Page 3
This article discusses information policy related to the disclosure of identifying information in non-relative, agency based, in-state adoptions in the US. It exemplifies the complex, multifaceted nature of information policy formulation and its implications for records and information managers and archivists.

Skupsky, Donald S., JD, CRM
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Recordkeeping Requirements to Promote Public Interests—A Balance Between Government Needs and Burdens
Oct. 1993, Vol. 27, No. 4, Page 36

MANAGEMENT

Aggasi, Dr. Sami M.
Hollman, Dr. Kenneth W.
Inability to Adapt: The Hidden Flaw of Managerial Ineptness
Jan. 1993, Vol. 27, No. 1, Page 22
There is a restructuring of power and power relationships in our society and the workplace. The process is accelerating due to constantly changing technology and a new breed of workers that refuse to obey orders blindly. This article discusses the impact of these changes on managers and the practices and strategies that organizations can adopt to help accelerate the process of overcoming managerial resistance to change.

Boyd, Fraser
New Team Builder, The
Jul. 1993, Vol. 27, No. 3, Page 26
Quality assurance is a modern management buzzword, but what does it mean to records managers going about their day-to-day business? This article describes the Total Quality Management (TQM) philosophy as it might be applied in a records area, and explains the meaning of the quality assurance standards (ISO 9000 series). It then reaches the conclusion that things haven't changed for the conscientious manager because TQM really is just sound management.

Goodman, Susan K., CRM
Information Needs for Management Decision-Making
Oct. 1993, Vol. 27, No. 4, Page 12
Managerial decision-making is often based on incomplete or inaccurate information. Faulty decisions produce adverse consequences for the organizations being managed. This article reviews the management decision-making process and explores theories relating to the use of information for management decision-making and to information-seeking in general. Enhanced roles for the records manager and archivist are suggested.

Mahoney, Kit
Surviving Austerity
Apr. 1993, Vol. 27, No. 2, Page 26
There are few things we have control over. In times of austerity, there are even fewer. This article addresses the areas over which records managers do have control—actions and attitudes that make a difference in the continuing effort to be a fulcrum in the function and scope of a successful records management program.

Sanders, Robert L., Dr., CRM
Make Work
Apr. 1993, Vol. 27, No. 2, Page 50

Saunders, Paul R., CDP, CSP
Successful Project Presentations
Jan. 1993, Vol. 27, No. 1, Page 26
This article gives pointers on how to make a successful project presentation. It covers such things as planning the presentation, sending advance material, handling questions and suggestions, using visual aids, obtaining approval, and finishing on time. Suggestions on handling mistakes, minimizing interruptions, and avoiding arguments are also included.

Weise, Carl E., CRM, CSP
Stamoolis, Peter G., CRM
ISO 9000: An Opportunity for Records Management Professionals
Oct. 1993, Vol. 27, No. 4, Page 3
The ISO 9000 series of quality system standards will affect practically all businesses in the United States and Canada. This article explains the importance of ISO 9000 series registration, the need for records management involvement, describes the registration process and identifies the action steps that we need to follow to contribute to our companies.

PROFESSIONAL DEVELOPMENT

Phillips, John T., Jr., CRM
Preparing for Automation
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Stephens, David O., CRM, CMC
Globalization of Records Management Programs in Multinational Corporations, The
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RECORDS MANAGEMENT PROGRAM—CONTROLLING

Brumm, Eugenia K., Ph.D.
Cost/Benefit Analysis of the Records Management Program in the State of Texas, A
Apr. 1993, Vol. 27, No. 2, Page 30
This article reports the results of a study conducted in the State of Texas to determine if any cost savings/avoidance accrued from the implementation of a Statewide Records Management Program. Over the three-year period covered by the study, savings/avoidance amounted to almost $70 million. The author explains the rationale for the study, the methodology used, and the reasons for the Statewide Records Management Program's success.

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